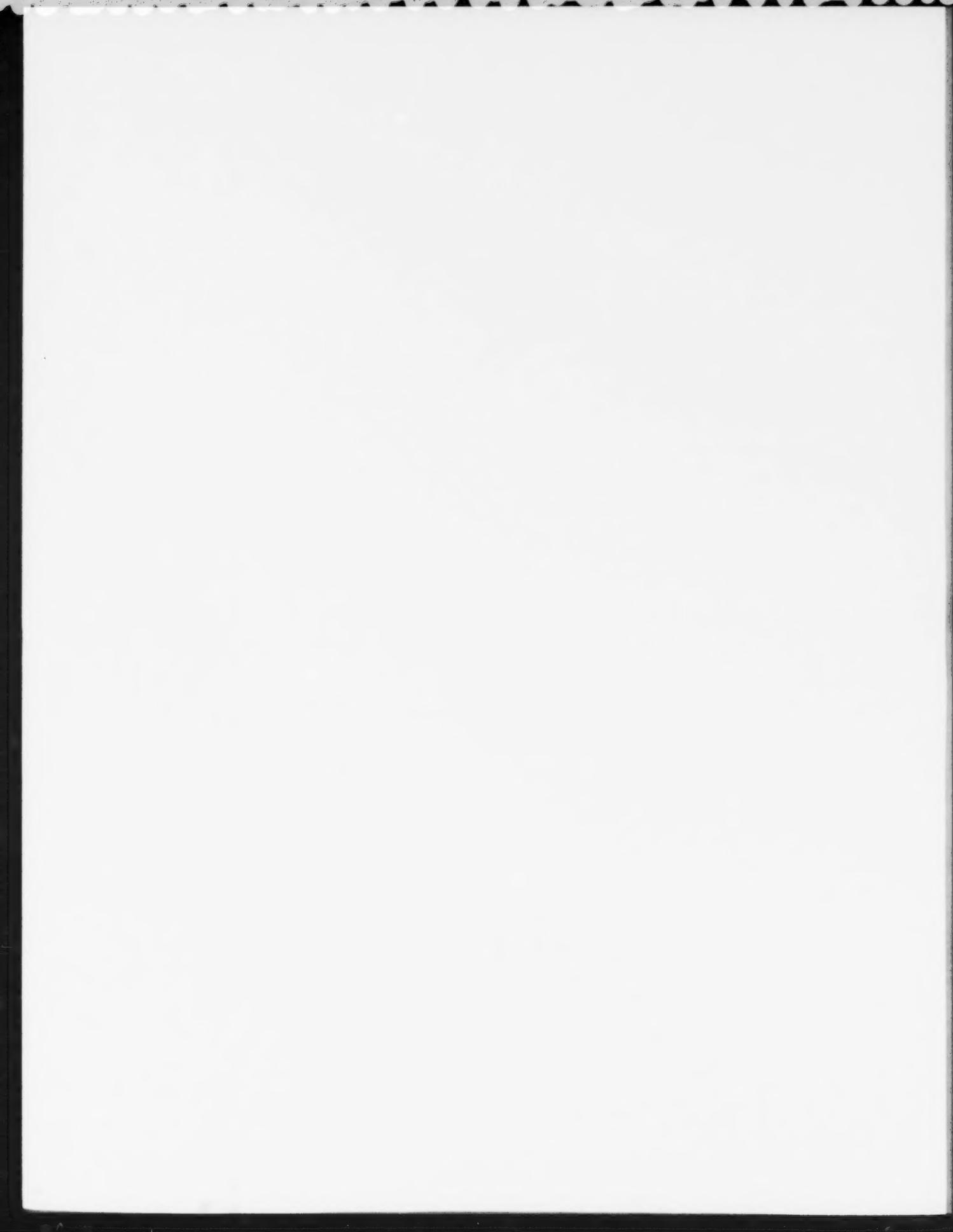


# **Seniors and Community Supports**

**Persons with  
Developmental Disabilities  
Community Boards  
Consolidated Annual Report**

**2006-2007**

The logo for the province of Alberta, featuring the word "Alberta" in a stylized, lowercase, sans-serif font. The letter "A" is unique, with a diagonal stroke that extends from the top-left to the bottom-right, and a small horizontal bar at the top.



# **Annual Report**

## 2006-2007

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## Preface

The Persons with Developmental Disabilities (PDD) Program complies with government annual reporting requirements by providing two annual reports. As per the *Government Accountability Act*, the Ministry of Seniors and Community Supports reports audited financial statements of the individual entities that make up the combined Persons with Developmental Disabilities Program, as well as the program results that support the ministry's business plan in the Ministry of Seniors and Community Supports Annual Report. In accordance with the *Persons with Developmental Disabilities Community Governance Act*, this consolidated annual report of the six Community Boards is prepared for the Minister, the Legislative Assembly and the Community Boards' other stakeholders.

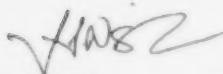
The PDD Community Boards are in compliance with government reporting standards for both reports. This annual report of the PDD Community Boards contains the Accountability Statement of the Chairs of the Community Boards, the summary financial statements of the Community Boards and a comparison of actual performance results with the desired results set out in the Community Boards' three-year business plans.

This annual report also includes other financial information as required by the *Financial Administration Act* and *Government Accountability Act*, either as separate reports or as a part of the financial statements.

The PDD Community Boards respectfully submit this report to the Honourable Mary Anne Jablonski, Minister of Seniors and Community Supports, who is responsible for the Persons with Developmental Disabilities Program.

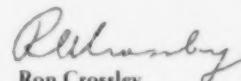
## Accountability Statement

The Persons with Developmental Disabilities Community Boards' consolidated annual report for the year ended March 31, 2007, was prepared under the direction of the regional Community Boards and in accordance with the *Government Accountability Act* and the government's accounting policies.



**Jeff Nish**

Calgary Region Community Board



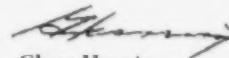
**Ron Crossley**

Central Region Community Board



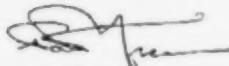
**Don Risdon**

Edmonton Region Community Board



**Glenn Hennig**

Northeast Region Community Board



**Paul Renfree**

Northwest Region Community Board



**Lorne Abells**

South Region Community Board

## Messages from the Chairs

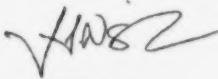
The Persons with Developmental Disabilities (PDD) Community Board Chairs are pleased to submit the 2006-07 Annual Report for the PDD Community Boards to the Minister of Seniors and Community Supports. This report provides a summary of the activities and results of the six Community Boards for the 2006-07 fiscal year.

In the past year, the PDD Community Boards have been continuing efforts to increase inclusion of adults with developmental disabilities in their communities. The PDD Community Boards recognize that inclusion requires partnerships, and to create a foundation for ongoing inclusion initiatives the Boards have partnered with Health Regions, education systems, Alberta Children's Services, Mental Health Services and families.

The PDD Program has been developing a new business model for services to create program sustainability that will focus on positive community outcomes for individuals. The Boards have consulted with their stakeholders to define regional priorities. Issues of front-line staff recruitment and retention, the role of community councils, and developing outcome measures based on what adults with developmental disabilities say they want from PDD-funded supports, were key areas identified by stakeholders.

### Message from the Calgary Region Community Board Chair

I am pleased to report the 2006-07 achievements for the PDD Calgary Region Community Board. Highlights of some of the key accomplishments include: the establishment of a Community Recognition Award to recognize the outstanding contributions of individuals, families, service providers and community partners; the implementation of Family Managed Supports in collaboration with the Alberta Association for Community Living and Family Voices as a service funding option; the creation of a strategic partnership with community stakeholders to develop and implement a workforce strategy; and the continuation of enhanced linkages between the stakeholder community and the Board. I would like to thank Board Members and administration, along with community stakeholders, for their dedication and service to create an Alberta where individuals with developmental disabilities are included in community life.

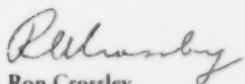


**Jeff Nish**  
Board Chair

### **Message from the Central Region Community Board Chair**

The Central Region Community Board's involvement in being part of the supports to adults with developmental disabilities, families and communities in central Alberta over the past year has been particularly rewarding. We have seen more individuals in valued roles in their communities through their work and volunteering. More individuals are speaking up about issues important to them and what supports they need. Families reported high levels of satisfaction with PDD services and the community governance approach. More communities were effective in connecting with individuals and including them.

The Board's overall operations, through the community resources across central Alberta and through the direct services at Michener Services, achieved our established goals, responded effectively to local opportunities and challenges, and demonstrated strong financial and risk management. As Chair for the PDD Central Region Community Board, I am pleased to share, through this report, some of the results of our collective efforts to provide the best possible supports for adults with developmental disabilities in central Alberta.

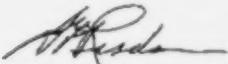


**Ron Crossley**

Board Chair

### **Message from the Edmonton Region Community Board Chair**

In 2006-07, the Edmonton Region Community Board extended its commitment to excellence by further developing and refining practices in line with the National Quality Institute's Indicators of Excellence. The Board's commitment to services leading to better, more satisfying lives for individuals, has led to major initiatives aimed at measuring quality of life and assessing the outcomes of funded supports. These undertakings, characterized by inter-regional and service sector collaboration, are moving forward with the guidance of internationally recognized expertise. They will likely significantly reshape approaches to supports and services in the years to come. A Board priority was to establish more collaborative relationships with service provider boards, advocacy groups and other public sector partners in areas such as children's services, health and education.



**Don Risdon**

Board Chair

### **Message from the Northeast Region Community Board Chair**

The Northeast Region Community Board worked hard alongside our primary stakeholders and community partners to develop capacity within our communities to include individuals with developmental disabilities. This year we increased partnerships with other Ministries and governance bodies, municipalities, community agencies and individuals and families. As the Chair of the Northeast Region Community Board, I am proud to report that through the continuation of these partnerships, the collective capacity of our communities to support and include individuals was strengthened, especially with regards to supports for individuals with complex needs, individuals and families transitioning to adult services and supports that help individuals with developmental disabilities to gain and maintain employment.



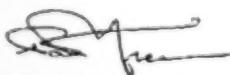
**Glenn Hennig**  
Board Chair

### **Message from the Northwest Region Community Board Chair**

This has been a successful year for PDD in the Northwest Region. Consultation with stakeholders helped to define our regional priorities for the year and I am happy to report that we were successful in meeting our goals to provide quality services to persons with developmental disabilities and to increase community capacity to be more inclusive.

Families and guardians have reported a high level of satisfaction with the supports and services received. Partnerships with the Alberta Association for Community Living, Rotary Clubs, and federal and provincial government agencies, have greatly improved employment opportunities for many individuals. A new inclusive post-secondary education program has been established at Grande Prairie Regional College. We celebrated the achievements of many individuals and thanked businesses for their inclusive practices at our annual Spring Celebration.

On behalf of the Northwest Region Community Board I wish to thank all of the people in the PDD organization and our community partners for making this a successful year.



**Paul Renfree**  
Board Chair

## **Message from the South Region Community Board Chair**

The PDD Program and the South Region have seen considerable changes in the 2006-07 fiscal year. The PDD South Region Community Board became a crown agent when the *Persons with Developmental Disabilities Community Governance Act* was amended in July 2006. The South Region Board's founding CEO, Noel McGarry, retired and in April 2007 Leigh Bremner was hired as the new CEO. Within this changing environment, the Board remained steadfast in its commitment to community governance and the importance of maintaining and building positive working relationships with its partners to ensure that adults with developmental disabilities receive quality supports.

The PDD South Region Community Board also focused on strategies that encourage communities to be more welcoming and inclusive of all its citizens. The achievements of this past year reflect this commitment, as well as the Board's pride in showcasing the accomplishments of individuals with developmental disabilities, their families and community agency staff. On behalf of the PDD South Region Community Board, I extend my sincere appreciation to PDD staff, adults receiving PDD-funded supports, their families/guardians and service providers for all their efforts, individually and collectively, toward making southern Alberta a place that honors and respects the dignity and equal worth of adults with developmental disabilities.



**Lorne J. Abells**  
Board Chair

## Management's Responsibility for Reporting

This annual report includes the combined results of the six PDD Community Boards for the 2006-07 fiscal year. Each Community Board is operated under the direction of a Chief Executive Officer (CEO).

The financial statements have been prepared in conformity with Canadian Generally Accepted Accounting Principles (GAAP), using methods appropriate for the industry in which PDD Community Boards operate, and necessarily include some amounts that are based on informed judgments and best estimates of management.

The CEO of each PDD Community Board has the primary responsibility and accountability for the integrity and objectivity of regional information included in this report pertaining to their respective entities.

Each CEO is responsible for maintaining a system of internal controls within their entity that considers costs, benefits and risks, and is designed to:

- maintain accountability of public money;
- provide reasonable assurance that transactions are executed in accordance with prescribed legislation and regulations and are properly authorized and recorded;
- provide information to manage and report on performance;
- safeguard the assets and properties of the Province under PDD administration;
- provide any information the Minister of Seniors and Community Supports needs to fulfill her responsibilities; and
- facilitate preparation of business plans and annual reports required under the *Government Accountability Act*.

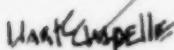
In fulfilling these responsibilities, we have relied, as necessary, on the executive of our respective entities.



**Dr. Alex Hillyard**  
CEO, Calgary Region Community Board



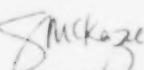
**Lorne McEwen**  
CEO, Central Region Community Board



**Hart Chapelle**  
CEO, Edmonton Region Community Board



**Dale Drummond**  
CEO, Northeast Region Community



**Susan McKenzie**  
CEO, Northwest Region Community Board



**Leigh Bremner**  
CEO, South Region Community Board

# Overview



Alberta

## Operational Overview

The Persons with Developmental Disabilities (PDD) Community Boards are responsible for the delivery of supports and services for more than 9,100 adult Albertans with developmental disabilities. The services consist of four support categories: community living supports, employment supports, community access supports, and specialized community supports.

Most PDD-funded services are provided by community service providers who contract with PDD Community Boards, or directly with individuals, families and guardians.

PDD staff in each of the six PDD regions assess eligibility for program services, work with individuals and guardians to determine the kinds of supports required and assist individuals to link with services. PDD regional staff also manage contracts with community service providers.

In addition, PDD Community Boards deliver 24-hour care and residential accommodations for adults with developmental disabilities in three regions: Edmonton, Central and Calgary.

In 2006-07, the PDD program employed approximately 1,300 government staff, with nearly 89 per cent of these employees providing services in the government operated facilities in Edmonton, Central and Calgary regions.

Between January 1, 2002, and June 30, 2006, the Persons with Developmental Disabilities community governance structure consisted of a Provincial Board and six regional Community Boards:

- Calgary Region Community Board;
- Central Region Community Board;
- Edmonton Region Community Board;
- Northeast Region Community Board;
- Northwest Region Community Board; and
- South Region Community Board.

The Provincial Board reported to the Minister of Seniors and Community Supports, and the Community Boards were accountable to the Minister through the Provincial Board. The Provincial Board was responsible for developing and evaluating a provincial plan for the delivery of services to adults with developmental disabilities. It was also responsible for coordinating, funding, monitoring and assessing the Community Boards' activities.

The *Persons with Developmental Disabilities Community Governance Amendment Act, 2006* was proclaimed on July 1, 2006. The Provincial Board was dissolved with the amendment to the legislation. The six Community Boards became agents of the Crown and began reporting directly to the Ministry. This legislation allowed the Province to deliver the PDD program more effectively and efficiently, and to strengthen its community focus.

This annual report will report on the combined results of the six PDD Community Boards for the 2006-07 fiscal year.

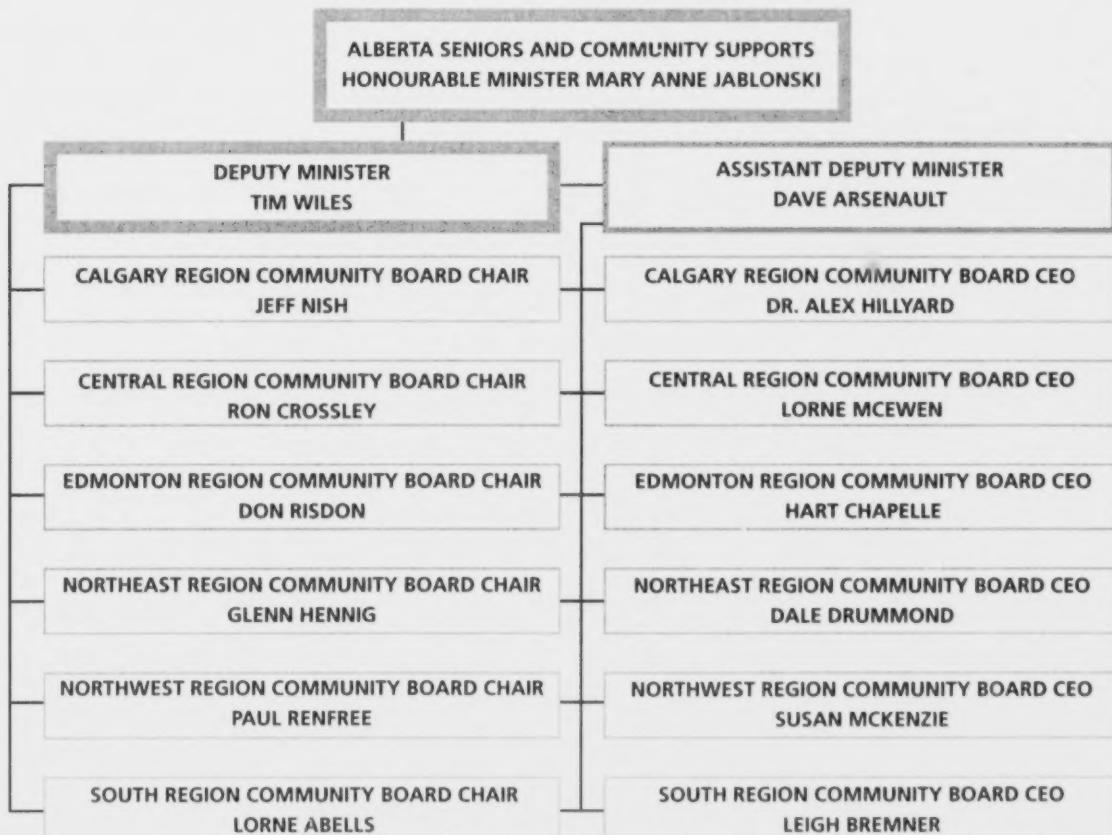
# Organizational Chart

## The Community Governance Structure

The PDD Program consists of six regional Community Boards. The Chair of each regional Community Board reports to the Minister of Seniors and Community Supports through the Deputy Minister. The Chief Executive Officer (CEO) for each regional Community Board reports to and is accountable to their Community Board through the Board Chair and to the Minister through the Assistant Deputy Minister.

The Community Boards have two reporting relationships to the Ministry:

- The first is a governance relationship where the Chair of each Community Board is represented on the Council of Chairs, which meets regularly with the Deputy Minister.
- The second is by the Board's CEO who reports to the Minister through the Assistant Deputy Minister. The Assistant Deputy Minister chairs regular CEO Forums, attended by each Community Board CEO.





# Results Analysis



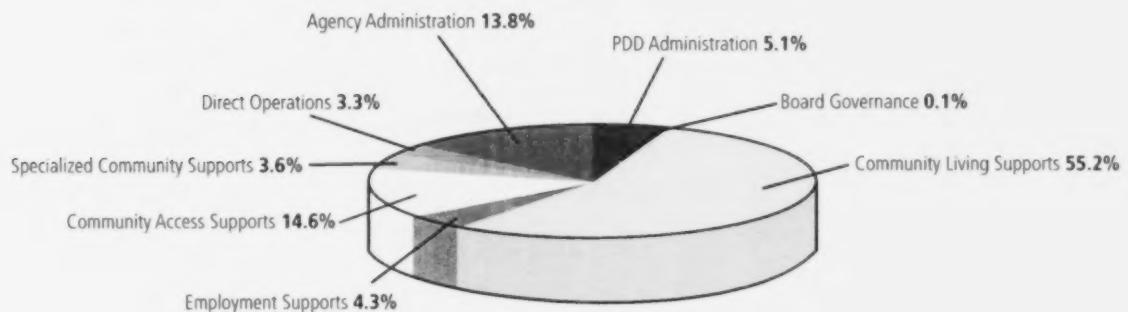
Alberta

# Financial Performance Overview

In 2006-07, the Persons with Developmental Disabilities (PDD) Program spent \$495 million against an authorized budget of \$500 million.

The following chart provides a comparative breakdown of the \$495 million in total expenditures.

## Summary of PDD Program Expenses 2006-07



### Description of Program Expenses

**Community living supports** assist individuals with developmental disabilities to live in a home of their choice. The PDD Program funds staffing costs within residential settings.

**Community access supports** promote an individual's participation in community activities and their personal development. PDD funds costs to take individuals into the community for recreational and life skills programs, volunteerism, etc.

**Employment supports** assist individuals in gaining and maintaining employment. PDD funds are contracted to community agencies to support individuals.

**Specialized community supports** include other, unique supports needed to assist individuals in their environment or to enhance their access to the community. For example, funding in this area may pay for behavioral supports or individual assessments.

**Direct Operations** are costs such as medical and dental, fire protection, and clothing and spending allowances, which the PDD Program funds in some of the facilities it directly owns and operates.

**Agency Administration** is the cost related to management, supervision, staff travel, insurance, utilities, office costs and other operating costs of community service providers.

**PDD Administration** is the cost of PDD Boards' staff, valuation adjustments related to the change in vacation liability from one fiscal year to the next, and other expenses.

**Board Governance** is the cost associated with governing the six Community Boards. Examples are Board Members' honorariums, travel expenses and other costs.

# Results Discussion and Analysis

In 2006-07, the six Persons with Developmental Disabilities (PDD) Community Boards developed and implemented strategies to meet three common goals:

## **Goal 1**

### ***Communities welcome and include adults with developmental disabilities.***

Communities provide the context of life opportunities and relationships that enable inclusive lives for all citizens. Inclusion is linked to the universal human needs and desires to be part of a family, to have friends, to have a home, to contribute, to belong, to be known and understood as an individual, to have a job and earn income, to be loved and to love, and to be needed.

Through collaboration, advocacy and partnerships, the PDD Community Boards support communities' capacity to include adults with developmental disabilities to ensure that:

- communities have the means and ability to fully include all community members;
- adults with developmental disabilities, their families and support networks have the skills and ability to influence the continued growth of inclusive communities;
- adults with developmental disabilities have reciprocal, positive relationships within the broader community;
- adults with developmental disabilities are able to exercise their citizenship, rights and responsibilities; and
- adults with developmental disabilities are contributing to and benefiting from the Alberta economy.

## **Activities**

### **Community Inclusion**

The Calgary Region Community Board supported individuals and families to attend a variety of community events, including the Alberta Council of Disability Services' (ACDS) Spring Conference, "20/20 - Seeing with New Eyes"; the Alberta Association for Community Living's (AACL) Annual Family Conference, "Families – The Heart of the Community"; and training offered by Leadership Today. The Calgary Region Community Board also supported the Self-Advocacy Summit, which provided an opportunity for individuals to discuss their service needs, affordable housing, the Assured Income for the Severely Handicapped (AISH) program, computer communication and transportation.

The Conference Board of Canada recognized the Northeast Region Community Board for community-based learning opportunities through its "Northeast Community Online" initiative.

Partnering with the Peace Country Health Region, the Northwest Region Community Board worked to provide increased homecare assessment and support to medically fragile individuals and their staff, and to ensure that hospitalization of high needs individuals remains a last resort.

The South Region Community Board's Community Connections team made 13 presentations to parent groups and various community organizations. The Board's Liaison and Community Governance Committee made presentations on inclusion to the Chinook Health Authority, the Palliser Health Services Committee, the City of Medicine Hat's Issues Affecting People with Disabilities Committee and the Medicine Hat School District #76.

The South Region Community Board also honored two community agency staff with the "You Made a Difference" Award for their exemplary contributions in supporting individuals with developmental disabilities to live, work and participate in the community.

The Central Region Community Board organized awareness workshops for City of Red Deer employees, focusing on inclusion of adults with developmental disabilities.

### **Individual and Family Leadership**

In the Edmonton Region, a plain language website was developed to provide ideas and tips to help people, including individuals with developmental disabilities, work collaboratively on common projects and toward shared goals. Between August 1st and November 30th, 2006, the website received more than 15,000 hits.

The Edmonton Region Community Board also created the *Edmonton Shared Resources* website for designated service providers to share training with one another, as well as families. Resources are related to proactive strategies, non-violent crisis intervention, restrictive procedures and Fetal Alcohol Spectrum Disorder.

In the Northwest Region, 20 individuals participated in the 2nd Annual Self-Advocacy Summit in Edmonton.

In the Northeast Region, Community Councils, representing adults with developmental disabilities, families and communities, were supported to strengthen the understanding of their purpose and vision and to speak with a louder voice.

Individuals and families were supported by the Northeast Region Community Board to attend the Provincial Self-Advocate Conference, the Alberta Association for Community Living Family Conference and The Alberta Association for Community Living Family Leadership Series.

The Community Family Networks expanded their capacity to provide families with opportunities for enhancing leadership skills and awareness of the Family Managed Supports funding option in the Calgary Region. Individuals from the Calgary Region Community Board's Graduated Supports program created two self-advocacy groups for the purpose of advocating for greater community inclusion.

### **Celebrate and Profile Individuals with Developmental Disabilities**

The Northwest Regional Community Board held an award ceremony at Grande Prairie Regional College that recognized three outstanding self-advocates from the region for their contributions to their community.

The Learning Community Press commissioned the book *Big Enough Dreams* and a short documentary film, which profiles the lives of 31 adults with developmental disabilities who live in the Edmonton Region. The book reached the top 10 best selling list of non-fiction books in Edmonton for two months.

The Edmonton Region Community Board hosted a series of workshops, in which 14 service providers were represented, on the theme of "Changing Support Roles for Building Inclusive Lives." The Board also hosted a fall forum on "Inclusion from an Advocacy Perspective," which was attended by approximately 40 people.

The South Region Community Board presented its annual Roy Stelfox Award at the Community Living Month Gala. This award recognizes a person with a developmental disability who has demonstrated, through his/her work and action, a commitment to the promotion of community inclusion for his/her peers.

The Calgary Region Community Board, based on stakeholder feedback, developed a new website. The website provides resources and tells the stories of individuals with developmental disabilities who are strengthening their community with their positive attitudes, determined work ethic and goal setting abilities.

The accomplishments of adults with developmental disabilities were celebrated through the presentation of merit and service awards at the 8th Annual Northeast Regional Conference.

### **Inclusive Post-Secondary Education**

The Inclusive Post-secondary Education Initiative supports the efforts of adults with developmental disabilities to complete course work, graduate, expand their social network and increase their marketability for employment.

The Central Region Community Board funded ten inclusive post-secondary education opportunities in four colleges. Within the Edmonton Region, 27 adults were provided with the opportunity to further their education at four post-secondary institutions.

In the Calgary Region, the Community Board provided funded services to 29 adults to attend inclusive post-secondary education programs.

The South Region Community Board contracted with Lethbridge College for the Campus Connections program to increase access to inclusive post-secondary education opportunities for adults with developmental disabilities.

The Northwest Region Community Board funded inclusive post-secondary education opportunities at Grande Prairie Regional College that enabled three individuals to be included in a variety of programs.

The Northeast Region Community Board began exploring how to promote post-secondary education opportunities for individuals in the community of Fort McMurray.

### **Employment**

In the Northeast Region, the Community Board partnered with the Alberta Association for Community Living, Rotary Clubs and service providers, and participated in the Northeast Labour Market Agreement to increase employment opportunities for adults with developmental disabilities.

A Regional Employment Group comprised of agency representatives who assist adults with developmental disabilities find and maintain employment, was created in the South Region.

Calgary Region PDD's partnership with the Ministries of Employment, Immigration and Industry and Health and Wellness joined forces with a Calgary-based service provider to create "Target" – a job placement service for youth 18 to 24 years of age with a mental health disorder or mild developmental disability.

A joint Calgary Region PDD and service provider proposal entitled "Employment Partnerships – Government and Community Agencies" was presented at the National Supported Employment Conference.

The Northwest Region Community Board partnered with the Assured Income for the Severely Handicapped (AISH) program and the Ministry of Employment, Immigration and Industry to develop and improve employment outcomes for people with disabilities in Peace River, Fairview, High Prairie and Slave Lake.

### **Complex Behaviors**

Inclusive housing options in the Northwest for individuals with dual diagnosis are being identified as a Research and Innovation funded project.

The Edmonton Region Community Board partnered with Alberta Hospital Edmonton to transition five adults with developmental disabilities into community settings by using a flexible, individualized transition plan for each person.

Eleven Edmonton Region service providers were awarded with a designation to provide services to adults with developmental disabilities who have complex behaviours.

The Central Region Community Board established a formal liaison process with the Red Deer RCMP to enhance police capacity to respond to situations involving individuals with developmental disabilities.

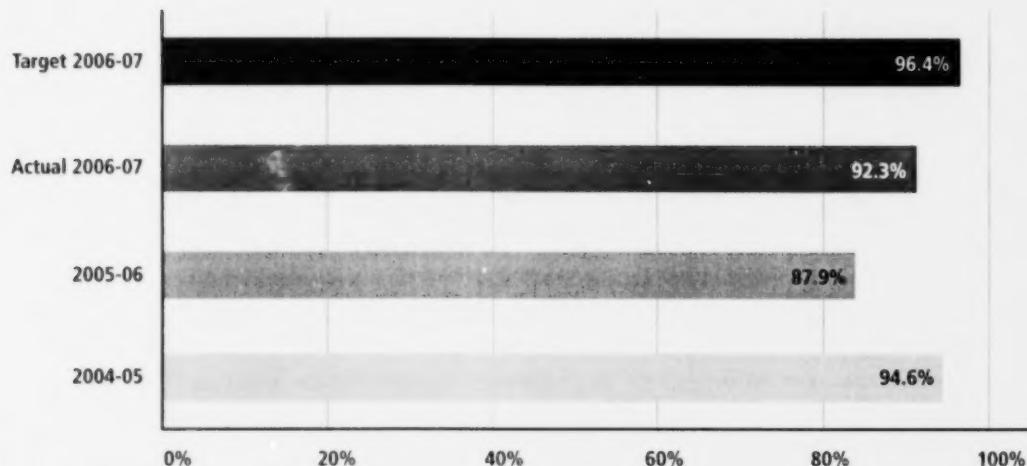
The Central Region Community Board worked with the David Thompson Health Region, the East Central Health Region and the Canadian Mental Health Association to establish a service protocol for individuals with dual diagnosis.

The Northeast Community Board established a regional partnership with service provider representatives to expand capacity to support individuals with complex needs within their local communities.

The Calgary Region Community Board, Calgary Health Region (Adult Mental Health, Child Mental Health and Homecare), and Calgary and Area Child and Family Services collaborated in the formation of the Calgary Regional Coalition on Service Integration. The Coalition identified gaps that impact successful transitions for individuals with complex needs and committed to improving service delivery through the development and implementation of joint recommendations.

## Results

**Measure 1.a** Adults with Developmental Disabilities are included in their communities.



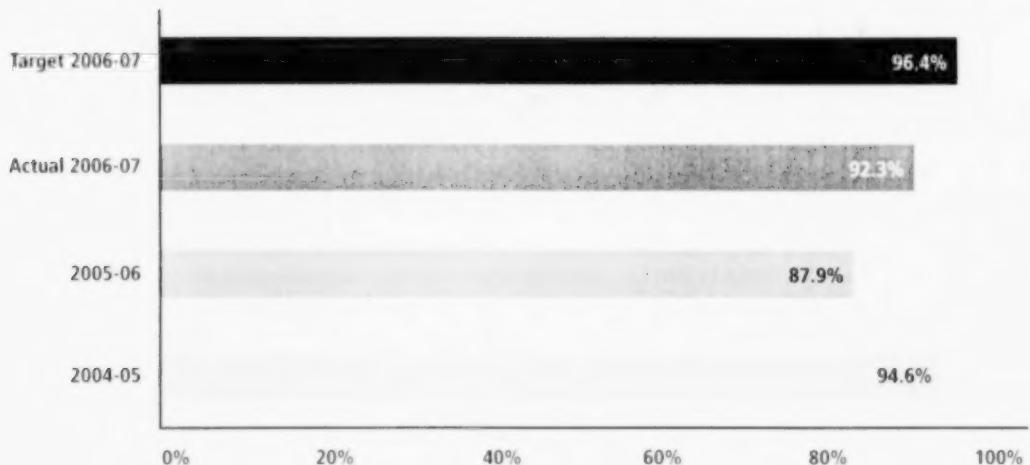
### Results and Analysis:

This measure<sup>1</sup> reflects the belief of adults with developmental disabilities that PDD-funded services support the individual to participate in everyday community activities with other community members, and to contribute to their community. Results for 2006-07 (92.3 per cent) showed a strong increase from 2005-06, moving closer to the 2004-05 results.

<sup>1</sup>All PDD-funded service providers in Alberta must undergo Creating Excellence Together (CET) certification through the Alberta Council of Disability Services (ACDS) once every three years to receive funding from PDD. This measure is taken from the CET Quality of Life section of the survey tool used to assess service providers and indicates whether or not the delivery of services reflects the individual's belief that the services provided enabled them to participate in community, interact with others, learn new roles, build new relationships, and explore and discover new interests and possibilities.

## Results

**Measure 1.a** Adults with Developmental Disabilities are included in their communities.



### Results and Analysis:

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## **Goal 2**

### ***PDD-funded services provide quality supports that contribute to community inclusion for adults with developmental disabilities.***

PDD-funded services are part of a range of community resources that facilitate community membership for adults with developmental disabilities. Funded services play a key role in achieving this outcome. Through collaboration with the Alberta Council of Disability Services (ACDS), the PDD Community Boards ensure that adults with developmental disabilities have access to a highly skilled workforce and services that empower and facilitate inclusion in the community.

## **Activities**

### **Family Managed Supports**

PDD's Family Managed Supports funding option allows families or guardians the ability to hire, pay and oversee the supports themselves, rather than having supports provided through PDD contracted service providers or a government-operated facility.

The Northeast Region Community Board continued to educate and support families who choose to directly manage services for their adult family member with a developmental disability, and held a panel presentation on Family Managed Supports at the 8th Annual PDD Northeast Region Conference.

The Calgary Region Community Board implemented PDD's Family Managed Supports in collaboration with the Alberta Association for Community Living Advisory Group and Family Voices. The implementation included the development of the Family Managed Supports Guide and CD, as well as training and orientations sessions.

The Edmonton Region Community Board supported approximately 200 families who use Family Managed Supports to hire and manage paid services for their adult family member with a developmental disability.

### **Improvement Initiatives**

To better include adults with developmental disabilities within municipal programs, the Central Region Community Board developed a *Community Inclusion Coordinator* position to work with staff within municipal departments.

Central Region staff completed training for Independent Person-Centred Planning Facilitators. As well, over 200 families were provided with information about person-centred planning.

The Northeast Region Community Board implemented and trained service provider staff and families managing their own services on a regional policy and framework for individual service planning.

The Northeast Region Community Board's first Self-Advocate Conference was held in Lac La Biche with over 150 participants in attendance.

The Calgary Region Community Board improved services by partnering with the Calgary Health Region and the Mental Health Services Division to develop a Joint Services Program that increased the availability of supports for adults with complex needs.

## **Measuring Performance**

Working with a coalition of individuals, families and service providers, and supported by a leading researcher in outcomes measurement, the Edmonton Region Community Board developed and is piloting new measures to evaluate outcomes for adults with developmental disabilities.

The Central Region Community Board developed the *Community Inclusion Index*, which is intended to gauge the degree to which individuals are included in their communities. Data has been collected from 422 families using the Index.

## **Improving Intake Processes**

Many individuals utilize both the PDD and the Assured Income for the Severely Handicapped (AISH) programs. PDD Community Boards in the South, Central and Calgary Regions partnered with AISH in a pilot project to streamline the intake process for these individuals.

The Edmonton Region Community Board assessed their intake function to improve the process for individuals with developmental disabilities. Working with individuals and families, recommendations were compiled and are being reviewed.

## **Transitions**

The Calgary Region Community Board collaborated with the Calgary Health Region and the Calgary and Area Child and Family Services Authority to create "Successful Transition," a regional coalition on service integration. The coalition will work to address and improve transitions for individuals with developmental disabilities and complex needs between the three government systems.

The South Region Community Board created a Transition Coordinator position to connect with families, youth and case managers two years prior to an individual's 18th birthday to facilitate a smoother transition into adulthood.

The Northwest Region Community Board's Community Capacity Building Initiative provided person-centred planning to assist individuals and families in the transition from the school system. Identification of community connections, social supports as well as paid supports was individualized to each personal circumstance.

In preparation for the transition into adult services for individuals and families, the Northeast Region developed transition planning protocols with partners involved in supports and services for children and adults.

## **Agency Staff Recruitment and Retention**

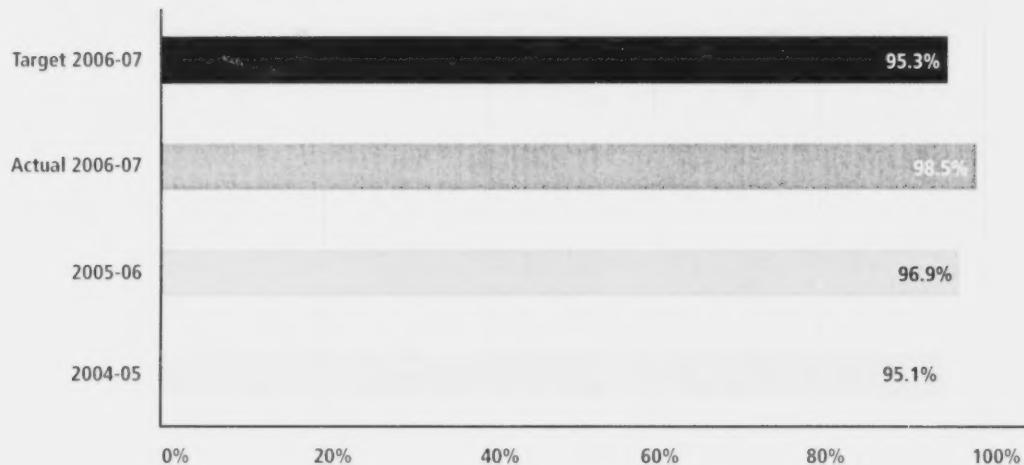
PDD South recognized two staff from different rural agencies with the "You Made a Difference Award," and covered all the expenses associated with attending the Alberta Council of Disability Services conference. This award honors community agency staff that made a difference in the lives of adults with developmental disabilities.

The Northwest Region partnered with regional service providers, Grande Prairie Regional College and the Alberta Association of Colleges and Technical Institutes to develop a survey that assesses service provider staff satisfaction, recruitment and retention.

The Calgary Region Community Board and the Northeast Region Community Board worked with regional service providers to develop strategies to address the sector's challenges in the recruitment and retention of staff.

## Results

**Measure 2.a** Control being exercised by adults with developmental disabilities who are supported by PDD-funded services.

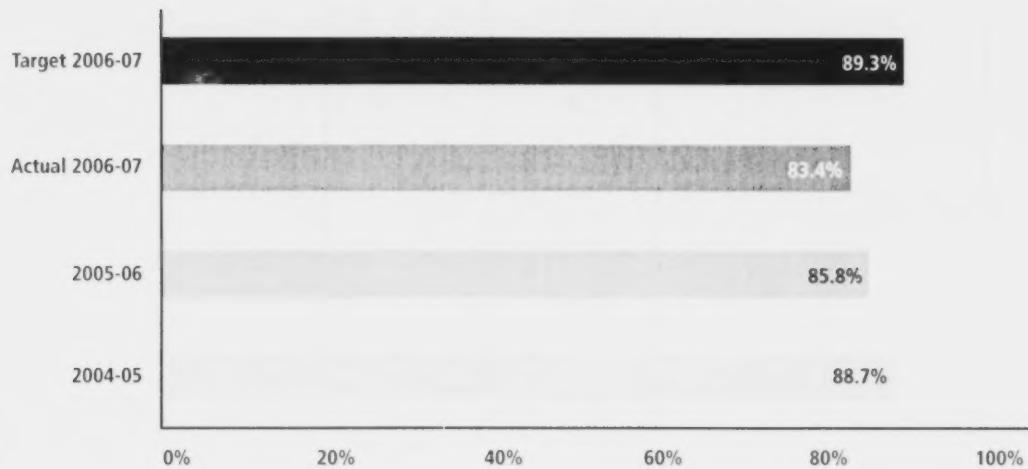


### Results and Analysis

Results<sup>2</sup> indicated that in 2006-07, a substantial number of adults with developmental disabilities surveyed (98.5 per cent) believed they are supported by PDD-funded services to take charge of their life, to make decisions without undue influence, and are as independent as they want and are able to be. This measure surpassed the target and has been trending upward since 2004-05.

*All PDD-funded service providers in Alberta must undergo Creating Excellence Together (CET) certification through the Alberta Council of Disability Services (ACDS) once every three years to receive funding from PDD. This measure is taken from the CET Quality of Life section of the survey tool used to assess service providers. The measure indicates whether the individual believes they had the necessary supports to enable them to enjoy as much personal control as possible in every area of their life; feels they are in charge of their life and are as independent as they want and are able to be; and feels free from the undue control or influence of others.*

**Measure 2.b** Satisfaction of families/guardians of persons with developmental disabilities with PDD-funded services.



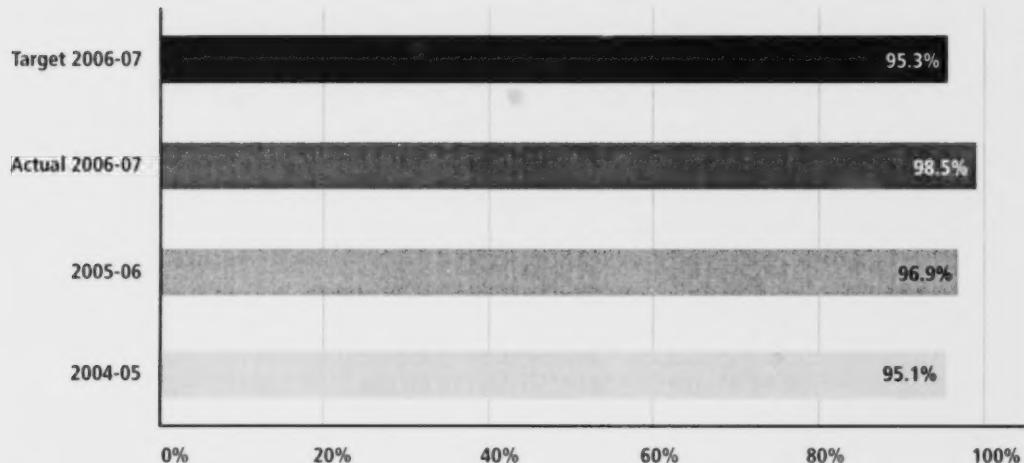
### Results and Analysis

Results<sup>3</sup> indicate that in 2006-07, 83.4 per cent of families/guardians reported overall satisfaction with PDD-funded services received by the person to whom they provided guardianship. Satisfaction dropped slightly from 2004-05 and remained below the target of 89 per cent. Results of the survey indicated staffing, funding, choice and control as key factors that influenced levels of satisfaction.

<sup>3</sup>PDD conducts the Family/Guardian Satisfaction Survey every two years to assess the level of satisfaction with PDD funded services. The results for this performance measure were obtained by analyzing all cases ( $n = 1,647$ ) that provided a valid response to all of the following 3 indicators (questions): 1) Services meet the person's needs; 2) Overall, I am satisfied that the services provided enhance the person's quality of life; and 3) Overall, I am satisfied that the person's services help him/her to be a part of the community as much as he/she wants to be.

## Results

**Measure 2.a** Control being exercised by adults with developmental disabilities who are supported by PDD-funded services.

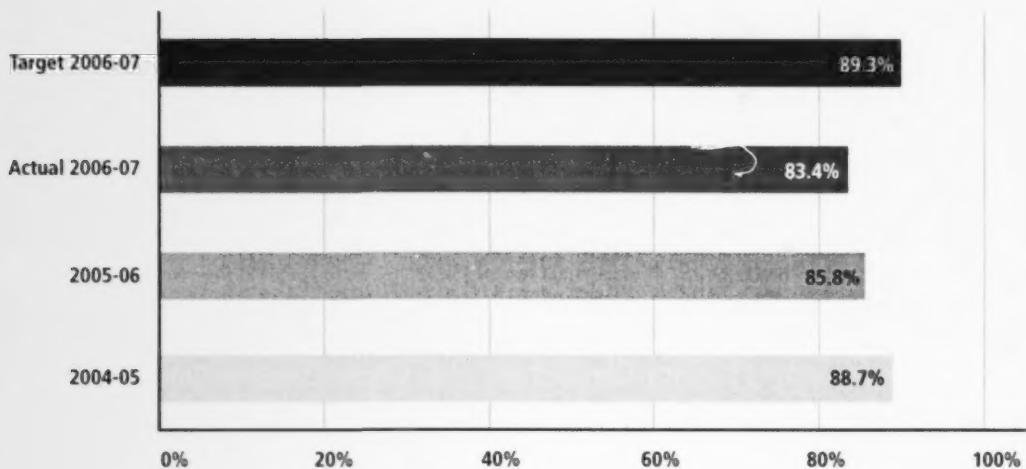


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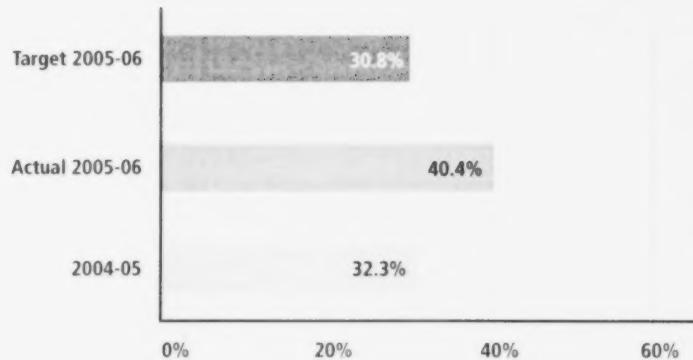


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**Measure 2.c** Annual turnover in the community service provider workforce.



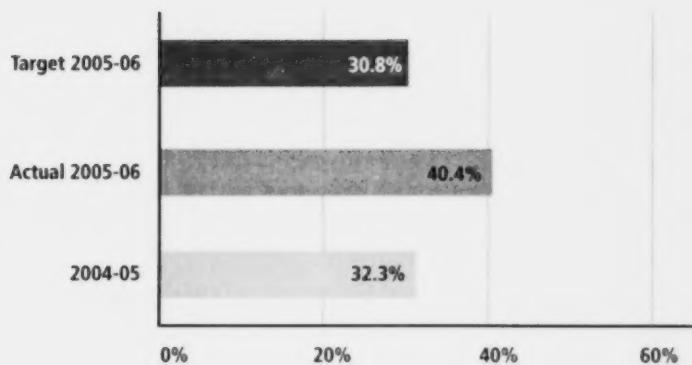
**Results and Analysis**

Fiscal year 2005-06 is the last year for which data is available. Data was previously based on the "Staff Turnover in PDD Services Survey." A new measure for this goal is currently under development.<sup>4</sup>

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<sup>4</sup>The PDD Program Branch is currently working with an external research firm to develop a new method of measuring staff turnover.

**Measure 2.c** Annual turnover in the community service provider workforce.



### Results and Analysis

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## **Goal 3**

### **PDD community governance is effective and accountable.**

The PDD Community Boards play a dual role with the Ministry of Seniors and Community Supports as shared governors. Community Boards are responsible for reflecting the unique characteristics and priorities of their region within the overall PDD Program policy framework. PDD Community Boards are also responsible for:

- Managing the provision of services to adults with developmental disabilities;
- Ensuring reasonable access to services for adults with developmental disabilities; and
- Coordinating, with other Community Boards and public and private bodies, the provision of services to adults with developmental disabilities.

## **Activities**

### **Stakeholder Involvement**

The Central, Edmonton, and Northwest Region Community Boards consulted with families and communities to identify local needs and priorities and future directions for the Regions.

The Northeast Region Community Board continued to strengthen community councils in each of the ten communities across the region. Councils ensure Board members remain connected with the community and provide feedback on the Board's direction.

The Northwest Self-Advocates in Action contributed feedback at every Board meeting on strategies to manage PDD services in the Northwest Region.

Two adults with developmental disabilities provided direct input to the Edmonton Region Community Board through their membership as Board Interns.

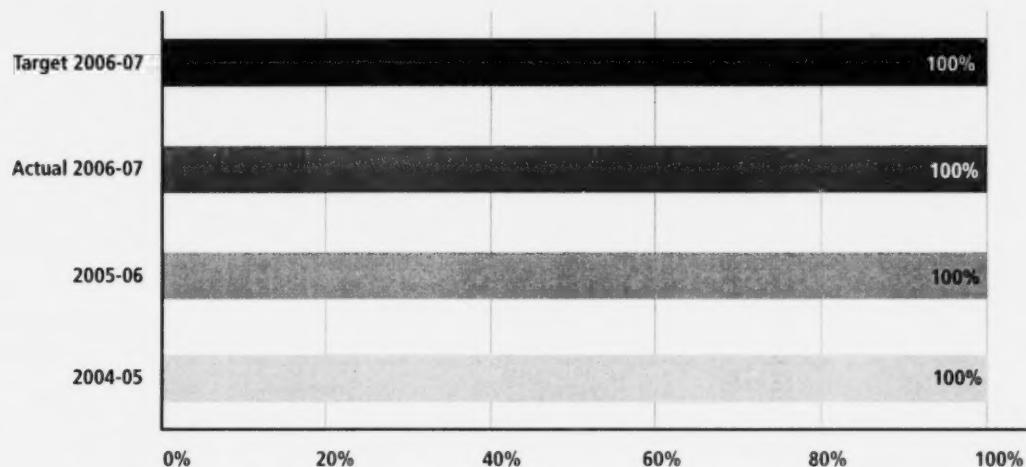
The South Region Community Board invited representatives from its primary partner groups to attend board meetings to report regularly on successes and challenges, and to provide suggestions on how supports and services can be improved.

The Southwest Governance Council was created through a partnership between the PDD South Region Community Board, the Southwest Alberta Child and Family Services Authority, Lethbridge School District #51, Barons-Eureka-Warner Family and Community Support Services (FCSS) and the City of Lethbridge FCSS. The mandate of the Council is to initiate and promote activities that contribute to safe, welcoming and inclusive communities.

In the Calgary Region, four key advisory groups were engaged to support effective collaboration with key partners: Calgary Family Voices, the Disability Action Hall, Service Provider Advisories and the Stakeholder's group. The Calgary Region Community Board consulted key stakeholder groups to ensure a broad understanding of roles, responsibilities and accountability relationships of the community governance model.

## **Results**

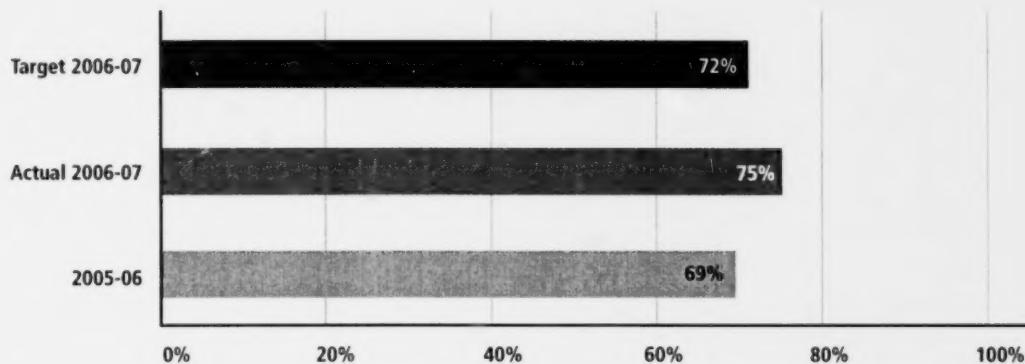
**Measure 3.a** PDD Community Boards manage within their financial resources.



### **Results and Analysis:**

PDD Community Boards monitored financial operations throughout the year to ensure that their financial resources were managed effectively. Adjustments were made during the year to achieve spending targets.

**Measure 3.b** Staff satisfaction with organizational support for work-related learning and development.



### Results and Analysis

Based on the 2006 Government of Alberta Annual Corporate Employee Survey<sup>5</sup>, 75 per cent of respondents were satisfied with the organizational support for work-related learning and development. This result exceeded the target.

<sup>5</sup>The Government of Alberta Corporate Employee Survey is an on-line survey that was conducted in the fall of 2006 by Research Innovations, an independent research firm. Respondents are sent an email requesting their participation in the survey, with a link to the secure on-line site with the survey. If they fail to participate using the on-line site, the survey firm calls them and arranges for a telephone interview using the same questions as the on-line version. A total of 603 PDD Community Board employees from all regions of the province participated in the survey. Ninety-seven per cent of these were non-management employees.

Measure 3.b was originally stated in the PDD Provincial Board 2006-09 business plan as "staff satisfaction with the support to acquire or develop knowledge and skills in their current job".

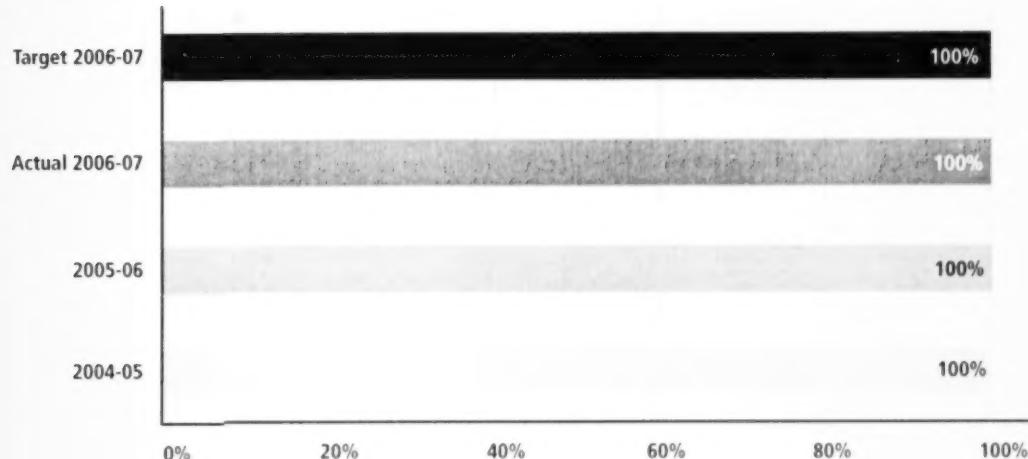
Target	2004-05
76%	77%

Data Source: GOA Annual Corporate Employee Survey

This exact question is no longer asked in the Corporate Employee Survey. The Question on "Staff satisfaction with organizational support for work related learning and development" was deemed an appropriate substitution as the intended meaning of the two questions is similar. Results for the two questions have also been similar (within 5 percentage points).

## **Results**

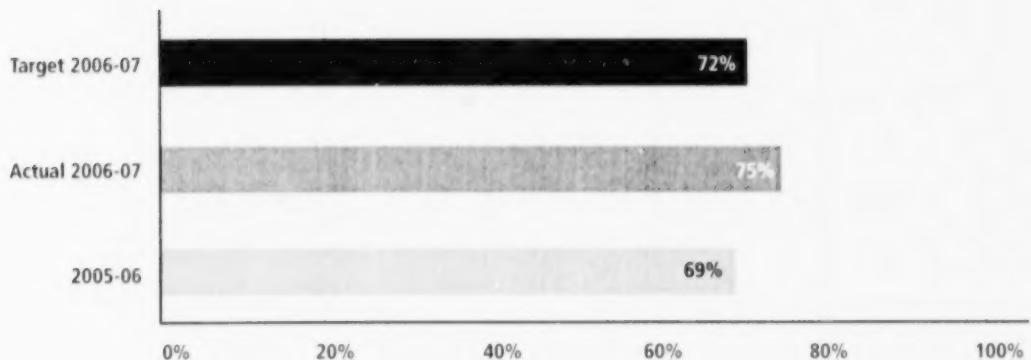
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## Financial Information

The logo for the Province of Alberta, featuring the word "Alberta" in a stylized, lowercase, sans-serif font. The letter "A" is unique, with a diagonal stroke that extends upwards and to the right, and a horizontal stroke that extends to the right from the middle of the "A". The letter "b" has a small vertical stroke on its left side. The letter "e" has a small vertical stroke on its right side. The letter "r" has a small vertical stroke on its left side. The letter "t" has a small vertical stroke on its right side. The letter "a" has a small vertical stroke on its left side.

## Management Discussion and Analysis

The Persons with Developmental Disabilities (PDD) Community Boards ended the year with a combined net surplus of \$7.6 million (2006 - \$4.9 million), which represents 1.5 per cent of revenue. Spending increased by \$9.5 million (2.0 per cent) over the prior year.

The PDD Program monitors the number of people who access funded supports and services within the fiscal year. The annual number of people served across the province for the year ended March 31, 2007 was 9,105. This is a slight increase of 10, or 0.1 per cent from the prior year (9,095).

The Community Boards monitor the cost of funded services across the province. Cost monitoring is based on operating expenses and the annual number of people served. Because this measure is expressed as an overall average that includes all Board costs, it is not representative of any one individual's funding, but represents a measure that is important for monitoring the funding system. For the year ending March 31, 2007, the PDD Program's overall average annual cost per person was \$54,409 (2006 - \$53,549). This was an increase of \$860 or 1.6 per cent over the prior year. There are three primary factors driving cost increases: increased salary costs for PDD and contracted agency staff, the increased cost of doing business being experienced by contracted agencies, and the increased complexity of needs of adults with developmental disabilities.

The following table shows the above statistics for each Board. The provincial numbers are net amounts that account for people who accessed services from more than one Board during the year.

### Regional Comparisons

Board	Annual Number of People Served			Average Annual Cost Per Person		
	2007	2006	% Change	2007	2006	% Change
Northwest	368	368	0.0%	\$50,397	\$49,750	1.3%
Northeast	534	538	-0.7%	\$48,434	\$45,305	6.9%
Edmonton	2,839	2,842	-0.1%	\$50,399	\$49,592	1.6%
Central	1,836	1,845	-0.5%	\$68,719	\$67,616	1.6%
Calgary	2,479	2,452	1.1%	\$51,531	\$50,787	1.5%
South	1,113	1,099	1.3%	\$48,504	\$49,245	-1.5%
<b>Net Provincial</b>	<b>9,105</b>	<b>9,095</b>	<b>0.1%</b>	<b>\$54,409</b>	<b>\$53,549</b>	<b>1.6%</b>

**Notes:**

- Comparative figures have been restated to be consistent with 2007 presentation.
- Data does not include PDD Program Branch/Provincial Board.

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# **Persons with Developmental Disabilities**

## **Financial Statements**

March, 2007

## Provincial Summary of Statement of Operations

For the year ended March 31, 2007 – unaudited (Note 1)

(thousands of dollars)

	Northwest	Northeast	Edmonton	Central	Calgary	South	Combined (Note 2)	
							2007	2006
<b>Revenues</b>								
Transfer from Persons with Developmental Disabilities Provincial Board	\$ 7,730	\$ 9,894	\$ 64,664	\$ 54,152	\$ 51,432	\$ 25,275	\$ 213,147	\$ 488,387
Transfer from Department of Seniors and Community Supports	10,757	16,095	80,251	71,342	77,329	30,225	\$285,999	-
Previous year's refund of expenditures	48	40	987	318	400	454	2,247	1,276
Fee revenue	-	-	-	1,105	-	-	1,105	1,135
Program fund revenue	-	-	-	196	-	-	196	210
Premiums, fees and licenses	-	-	310	-	-	-	310	307
	18,535	26,029	146,212	127,113	129,161	55,954	503,004	491,315
<b>Expenses</b>								
Community Living Supports	9,466	12,902	92,061	72,497	59,610	26,744	273,280	267,732
Employment Supports	1,093	2,088	6,658	2,852	6,219	2,325	21,235	22,629
Community Access Supports	2,245	4,189	14,962	12,443	27,778	10,584	72,201	71,312
Specialized Community Supports	1,029	1,129	4,534	4,405	5,044	1,552	17,693	9,578
Direct Operations	-	-	1,277	14,154	810	-	16,241	16,541
Supports to Delivery System	4,589	5,397	23,517	19,511	28,204	12,675	93,893	97,098
Board Governance	124	159	75	105	81	105	649	751
Program Fund	-	-	-	201	-	-	201	211
	18,546	25,864	143,084	126,168	127,746	53,985	495,393	485,852
<b>Valuation Adjustments</b>								
	(20)	(28)	16	154	(26)	(36)	60	506
<b>Other Expenses</b>								
Loss on disposal of assets	-	-	-	1	-	-	1	9
<b>Net Operating Results</b>								
	\$ 9	\$ 193	\$ 3,112	\$ 790	\$ 1,441	\$ 2,005	\$ 7,550	\$ 4,948

**Note 1:**

The summarized information presented is abstracted from the audited financial statements for each entity but does not contain all the disclosures required by generally accepted accounting principles. For more information on the organization's financial position, results of operations and changes in financial position, reference should be made to the audited financial statements. These statements can be obtained by consulting the Ministry of Seniors and Community Supports 2006-2007 Annual Report.

**Note 2:**

Due to classification adjustments on combination, the combined figures do not necessarily represent the simple total of each category.

**Note 3:**

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## Provincial Summary of Statement of Financial Position

As at March 31, 2007 – unaudited (Note 1)

(thousands of dollars)

	Northwest	Northeast	Edmonton	Central	Calgary	South	Combined (Note 2)	2007	2006
<b>Assets</b>									
Cash	\$ 1,432	\$ 5,070	\$ 10,028	\$ 7,994	\$ 10,503	\$ 2,273	\$ 37,300	\$ 38,125	
Accounts receivable	3	2	198	240	4	4	451	596	
Inventory	–	–	–	450	–	–	450	469	
Tangible capital assets	–	–	21	1,340	23	–	1,384	1,359	
	\$ 1,435	\$ 5,072	\$ 10,247	\$ 10,024	\$ 10,530	\$ 2,277	\$ 39,585	\$ 40,549	
<b>Liabilities</b>									
Accounts Payable and Accrued Liabilities	\$ 725	\$ 1,433	\$ 5,343	\$ 8,431	\$ 5,870	\$ 1,127	\$ 22,929	\$ 31,443	
<b>Net Assets (Liabilities)</b>									
Net Assets (Liabilities), Beginning of Year	701	3,446	1,792	803	3,219	(855)	9,106	4,158	
Net Operating Results	9	193	3,112	790	1,441	2,005	7,550	4,948	
Net Assets (Liabilities), End of Year	710	3,639	4,904	1,593	4,660	1,150	16,656	9,106	
	\$ 1,435	\$ 5,072	\$ 10,247	\$ 10,024	\$ 10,530	\$ 2,277	\$ 39,585	\$ 40,549	

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<b>Other Expenses</b>									
Loss on disposal of assets	-	-	-	1	-	-	1	9	
<b>Net Operating Results</b>	<b>\$ 9</b>	<b>\$ 193</b>	<b>\$ 3,112</b>	<b>\$ 790</b>	<b>\$ 1,441</b>	<b>\$ 2,005</b>	<b>\$ 7,550</b>	<b>\$ 4,948</b>	

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Inventory	-	-	-	450	-	-	450	469	
Tangible capital assets	-	-	21	1,340	23	-	1,384	1,359	
	<b>\$ 1,435</b>	<b>\$ 5,072</b>	<b>\$ 10,247</b>	<b>\$ 10,024</b>	<b>\$ 10,530</b>	<b>\$ 2,277</b>	<b>\$ 39,585</b>	<b>\$ 40,549</b>	
<b>Liabilities</b>									
Accounts Payable and Accrued Liabilities	\$ 725	\$ 1,433	\$ 5,343	\$ 8,431	\$ 5,870	\$ 1,127	\$ 22,929	\$ 31,443	
<b>Net Assets (Liabilities)</b>									
Net Assets (Liabilities), Beginning of Year	701	3,446	1,792	803	3,219	(855)	9,106	4,158	
Net Operating Results	9	193	3,112	790	1,441	2,005	7,550	4,948	
Net Assets (Liabilities), End of Year	<b>710</b>	<b>3,639</b>	<b>4,904</b>	<b>1,593</b>	<b>4,660</b>	<b>1,150</b>	<b>16,656</b>	<b>9,106</b>	
	<b>\$ 1,435</b>	<b>\$ 5,072</b>	<b>\$ 10,247</b>	<b>\$ 10,024</b>	<b>\$ 10,530</b>	<b>\$ 2,277</b>	<b>\$ 39,585</b>	<b>\$ 40,549</b>	

**Note 1:**

The summarized information presented is abstracted from the audited financial statements for each entity but does not contain all the disclosures required by generally accepted accounting principles. For more information on the organization's financial position, results of operations and changes in financial position, reference should be made to the audited financial statements. These statements can be obtained by consulting the Ministry of Seniors and Community Supports 2006-2007 Annual Report.

**Note 2:**

Due to elimination adjustments on combination, the combined figures do not necessarily represent the simple total of each category.

**Note 3:**

Bill 30, the *Persons with Developmental Disabilities Community Governance Amendment Act, 2006*, was proclaimed on June 30, 2006. The Act transferred the functions of the existing PDD Provincial Board to the Department of Seniors and Community Supports. As a result, the Provincial Board ceased operations. Pursuant to Order in Council 270/2006, cash and securities of the Provincial Board were deposited in the General Revenue Fund. Personal property, obligations and liabilities of the Provincial Board other than cash and securities were transferred to the Department of Seniors and Community Supports on June 30, 2006.

## Provincial Summary of Statement of Changes in Financial Position

For the year ended March 31, 2007 – unaudited (Note 1)

(thousands of dollars)

	Northwest	Northeast	Edmonton	Central	Calgary	South	Combined (Note 2)	2007	2006
<b>Operating transactions</b>									
Net operating results	\$ 9	\$ 193	\$ 3,112	\$ 790	\$ 1,441	\$ 2,005	\$ 7,550	\$ 4,948	
Non-cash items included in net operating results									
Valuation adjustments	[20]	[28]	16	154	[26]	[36]	60	506	
Amortization	-	-	6	278	54	-	338	433	
Loss on disposal of assets	-	-	-	1	-	-	1	9	
Decrease [increase] in current Assets	11	5	126	22	-	-	164	[167]	
Increase [decrease] in accounts payable and accrued liabilities before valuation adjustments	[589]	[109]	[3,839]	[1,902]	[1,287]	[848]	[8,574]	5,281	
	[589]	61	[579]	[657]	182	1,121	[461]	11,010	
<b>Investing Transactions</b>									
Purchase of Capital Assets	-	-	[6]	[358]	-	-	[364]	[289]	
<b>Cash provided by operating transactions</b>	<b>[589]</b>	<b>61</b>	<b>[585]</b>	<b>[1,015]</b>	<b>182</b>	<b>1,121</b>	<b>[825]</b>	<b>10,721</b>	
<b>Cash, beginning of year</b>	<b>2,021</b>	<b>5,009</b>	<b>10,613</b>	<b>9,009</b>	<b>10,321</b>	<b>1,152</b>	<b>38,125</b>	<b>27,404</b>	
<b>Cash, end of year</b>	<b>\$ 1,432</b>	<b>\$ 5,070</b>	<b>\$ 10,028</b>	<b>\$ 7,994</b>	<b>\$ 10,503</b>	<b>\$ 2,273</b>	<b>\$ 37,300</b>	<b>\$ 38,125</b>	

[a] adjusted for valuation adjustment

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The logo for the province of Alberta, featuring the word "Alberta" in a stylized, lowercase, sans-serif font. The letter "A" is larger and has a vertical bar extending upwards from its top, while the other letters are smaller and stacked vertically.

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